

9-1-1 Saves Lives

First link in an emergency,
Last link to be certified...



Please support statewide certification of
9-1-1 Operators and Dispatchers

Florida mandates training and certification for various occupations in the state. Current training requirements include:

- Law Enforcement Officer – 760 hours
- Corrections Officer – 532 hours
- Fire Fighter – 360 hours
- EMT – 288 hours
- Paramedic – 1,344 hours
- Hairstylist – 1,200 hours
- 911 Operator/Dispatcher – **ZERO**

Florida APCO Proposal for Voluntary State Certification:

The Florida Department of Education adopted a 208 hour Public Safety Telecommunications curriculum that has been taught throughout Florida since 1996. The content includes, but is not limited to, ethics and the role of the telecommunicator; standard telecommunication operating procedures; relationship to field personnel; understanding of command levels; typical layouts of message centers; use of performance aids; overview of emergency agencies; functions and terminology; use of correct words and grammar; communications equipment, functions and terminology; types of telecommunication equipment; malfunctions and maintenance agreements; proper and correct telephone and dispatching procedures and techniques; cooperation and reciprocal

agreements with other agencies; federal, state, and local communication rules; emergency situations and operating procedures; medical first responder techniques; employability skills; leadership and human relations skills; and health and safety including CPR. (visit www.fldoe.org to review the entire curriculum).

BENEFITS OF CERTIFICATION

1. Credibility (trustworthiness/reliability/integrity)
2. Recognition of Achievement
3. Quality Assurance
4. Employers and Recruiters benefit from the wide-spread acceptance of certification credentials
5. Simplified Recruiting and Hiring - requiring an appropriate certification assures a minimum knowledge level in applicants thus gaining higher quality candidates while minimizing the initial applicant screening process
6. Enhanced Job Opportunities - Because recruiters and hiring organizations employ certification requirements, more opportunities are available to certified individuals
7. Career enhancement - Surveys consistently show enhanced salary and career advancement opportunities for certified individuals
8. Recognized Proof of professional achievement - Enhanced credibility and a respected credential.
9. Enhanced Ability to provide better public service
10. Liability Reduction
11. Strong Defense against civil lawsuits
12. Greater Accountability within the agency
13. Support from government officials
14. Verification of excellence
15. Reduction of complaints
16. Higher employee morale and satisfaction

2008 Proposed Legislation

- Senate Bill #1694. Sponsored by Senators Aronberg and Fasano
- House Bill #997. Sponsored by Representatives Domino and Lopez-Cantera

You can follow our legislative Bills and watch live video feed of committee meetings at www.flsenate.gov and www.myfloridahouse.gov.

For additional APCO information, visit www.apco-florida.org.